Indiana Housing & Community Development Authority

Indiana's Homeless Management Information System
http://www.in.gov/ihcda/

Case Management Training

This training will introduce users to many of the Case Management tools available within the Homeless Management Information System (HMIS). Case Managers will learn how to record goals for their clients and update the client's progress towards those goals.

Training Outline

Review of Basics

The New User Training
Before attending this Case Management Training users should already be proficient in the basics of using HMIS to admit clients and record services. In the New User FDM Training we cover the full Client Intake Process from Admission to Discharge. Users learned how to:

- Lookup clients using Client Lookup
- Admit clients into your programs accurately and completely
- Learn the rules governing the sharing of information
- Record Household and Children's Information
- Record External Housing Information
- Record Cash Assistance Records
- Record Services under Contact Logs
- Record Referrals
- Clone Client Information from one program into another
- Close a Client's Record using Discharge

Accessing Chart Records
Remember that searching for current clients using the Client Lookup button will allow you to access a client's Chart Records. Under a client's Chart Records you can access their:

- Face Sheet
- Progress Notes
- Contact Logs (The Supportive Services Checklist)
- Charting Timetable Events
- And Service Plans

Getting Help
Remember that there is online help available all the time. The Help Menu is found at the bottom of every page and contains:

- AWARDS Online Help (an online instructional manual)
- AWARDS Training Information (printable instructional documents)
- Help Desk (a secure internal messaging system allowing you to send messages to HMIS staff)

The Services Menu

Users can access the Client Services Menu by clicking “Services” on the Opening Menu. Below is a screenshot of the Services Menu.

The Services Menu contains several different sections used by Case Managers to document their client’s activities.

- Contact Logs – Also known as the Supportive Services Checklist, this section allows you to record the material goods and services you have provided to clients.
- Progress Notes – Record notes about your clients and document the time spent working with clients.
- Service Plans – This section allows you to set goals for your clients and track their progress on each of the goals.
- Charting Timetable – Record appointments and charting events for your clients.
- Service Coordinators – Change the assigned Case Manager.
- Service Referrals – Document the referrals that you have made for your clients.
- Calendar – See an interactive calendar of appointments for yourself, your staff and your clients.
- Utilization Reports – A selection of reports tracking the amount of time spent with clients.
- Client Alerts – Leave public alerts about clients which will show up as a flag icon under Client Lookup. This functionality is limited to the Executive Level Users at an agency.
- Group Activities and Group Notes – Record attendance for group functions and leave notes for groups of people.

Using the Services Menu:

- The Database Drop Down allows you to change between Data Entry mode and Report Mode. Being in Report Mode allows you to run printable reports on the data that has been entered. In Data Entry mode you are often limited to entering data within a particular date range (usually the last 30 days). In Report Mode you can view data that is outside of your limited data entry date range.
- The date ranges that you are limited to in Data Entry mode and Report Mode are controlled by the Business Rules set up for your program. These Business Rules can sometimes be changed upon request.
- The A-Z Filter will simply filter the list of clients to only show client's whose last name starts with the letter selected. The default asterisk (*) will show all clients.
- The Roster Archives selection allows you to enter data on clients who have already been discharged from a program.
- For active clients, many of the sections found under Services can also be accessed directly from the client's Chart Records found under Client Lookup.

Contact Logs and Progress Notes are covered in the New User Training. Group Activities, Calendar, Client Alerts, and Utilization Reports are all covered in Specialized Trainings. For information on any of these trainings please visit the HMIS website at http://www.in.gov/ihcda/

Service Coordinators

Use the "Service Coordinators" button to change a client's assigned Case Manager or to get a list of all the clients on a caseload. The Service Coordinator is the staff person assigned to the care of a particular client. The words "Service Coordinator", "Case Manager" and "Primary Worker" are often used interchangeably. The Primary Worker is initially assigned at Intake, but can be changed at any time.

While in Data Entry mode you will be able to select either one particular client and assign them to a new Primary Worker, or you can select one particular staff person and reassign all or some of their clients to a new staff person.

In addition to setting the Primary Worker, you may also assign an optional "Backup Worker" and/or "Temporary Worker". If no worker has been assigned to a particular client they can be marked as "Unassigned". Once you have selected the new Primary Workers you can click "Update" to save the changes.

To get a list of clients on a particular worker's caseload, go back to the Services menu and choose Report Mode before clicking on "Service Coordinators". While in Report Mode you can select one staff person or "All Coordinators"; or you can select just one client or "All Clients". In addition you can choose to report out on just the Primary Worker, or you can choose to "Include Backup and Temporary" workers as well. You can sort the resulting list by Client or Worker.

The resulting report shows you the clients, their assigned workers, and the client's address (this is their Bed # or Apartment # in residential programs).

Service Plans

The Service Plans allow you to set goals for your clients and then record the progress that client's make towards each of the goals. Service Plan Reviews are scheduled every 90 days, allowing you to come back in and review the goals and record the client's progress.

You can access the Service Plans from Client Lookup or from the Services Menu. From the Services Menu click on "Service Plans" and then select your client. You will then be taken to the Service Plan Index for that client.

Note: In the AWARDS Help Menu there are instructions for "Single Goal" or "Multiple Goal Service Plans". We use "Multiple Goal Service Plans" in all of our programs. We also do not use the "Admission Note" that the Help Menu mentions.

The Individual Service Plan Index

The Service Plan Index shows all of the Service Plans that have been completed or are scheduled to be completed.

Individual Service Plan Index

Client	Program	Worker	Admission
Chan Dog	Training - Case Management (SSO-R00-00)	Unassigned	06/10/2010

Selected	DueDate	Plan Type	Reviewer	Done	DoneDate
⊙	06/17/2010	Initial Plan	AWARDS Trainer	no	

Select the Service Plan to Add / Review / Revise using the radio buttons next to the plan, then click CONTINUE.

When you first access the Service Plans for a particular client you will find that an "Initial Plan" has already been scheduled for that client. This Initial Plan is where you simply list the goals you are setting for this client. Notice that the Initial Plan is scheduled for seven days after the client's admission date.

- ❖ The Due Dates can be modified at any time by clicking on the "Update Schedule" button at the bottom of the Service Plan Index. Done Dates can also be entered by clicking "Update Schedule".
- ❖ To review a plan that has already been completed simply click on the underlined date in front of that plan. If you click on the date of a plan that has not yet been started you will get an error message that says "No Plan Data Found".
- ❖ To start a plan, or to edit an existing plan, choose the "Selected" button next to that plan and then click "Continue".

Creating the Initial Service Plan

The first step is to record the goals that you are setting for your client. This step should ideally be done within the first thirty days of working with a client. It is often helpful to plan out your goals on paper.

Part 1 - Overview and Assessment

Start by selecting the "Initial Plan" plan and hit "Continue."

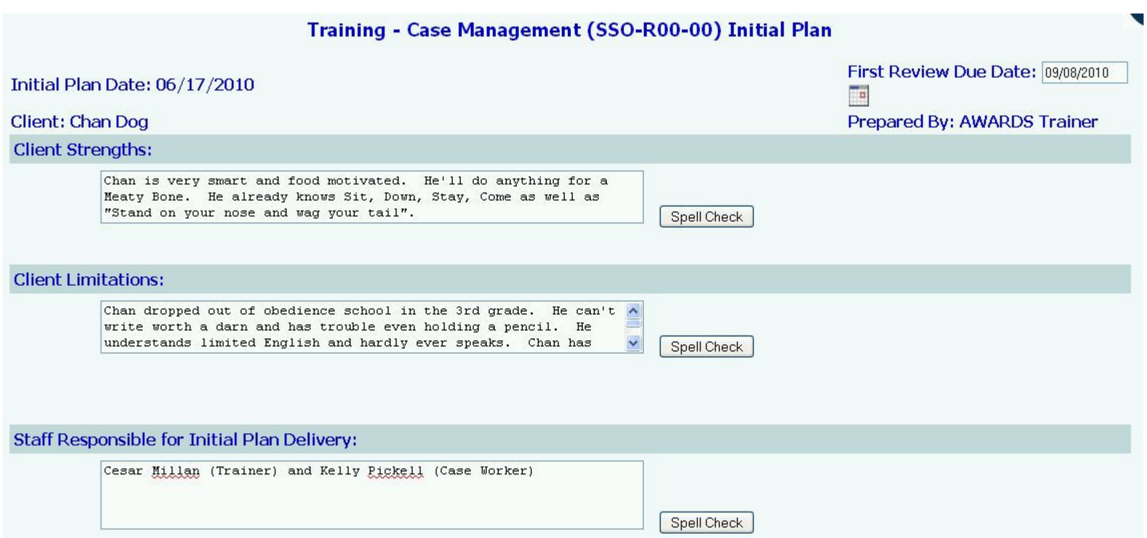
You will start by assessing the client's strengths and weaknesses. This section prompts you to start thinking about the client holistically.

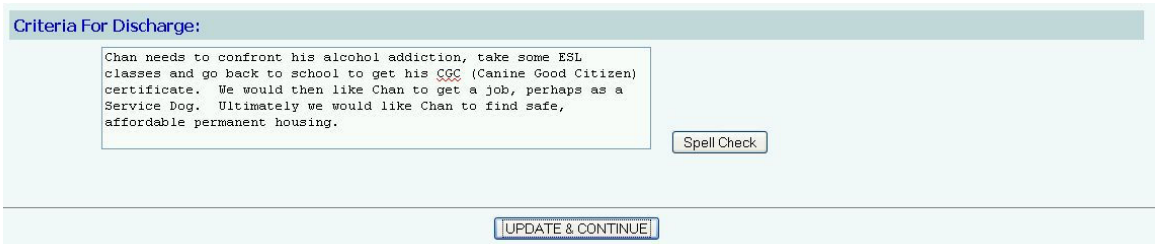
- Notice that by default the "First Review Due Date" is schedule for 90 days after a client's intake date. This is the approximate date that you will come in and review the client's progress towards the goals you will be setting. You can change this date now if you would like.

- Use the "Client Strengths" box to list any skills or strengths that will help contribute to the success of their plan. Use the "Client Limitations" box to list any potential problem areas that the client may struggle with. Keep these strengths and limitations in mind as you start to develop the goals for your client.

- Under "Staff Responsible for Initial Plan Delivery" list any staff member or programs that the client will be working with to complete the goals you will be listing.

- "Criteria for Discharge" is a reminder for yourself of the goals you would like the client to complete before they are discharged from your program. Perhaps your program wants people to secure stable affordable housing before they move out.




Criteria For Discharge:

Chan needs to confront his alcohol addiction, take some ESL classes and go back to school to get his CGC (Canine Good Citizen) certificate. We would then like Chan to get a job, perhaps as a Service Dog. Ultimately we would like Chan to find safe, affordable permanent housing.

Spell Check

UPDATE & CONTINUE

Press "Update & Continue" to save the overview and begin working on the Initial Plan Goals.

Part 2: The Service Plan – Setting the Goals and Objectives

This is where you actually record the goals that you are setting for your client. Each of the goals you set need to fall within one of several Categories. You will be adding one goal at a time in one Category at a time. Each goal can have multiple steps needed to accomplish that goal. Leave the "Completion Date" box at the top blank until you've added all the goals that you want.


06/17/2010 Chan Dog Initial Plan - Goal, Objective, and Service

Completion Date:

To Add a New Goal, Set Start Date, Select Category and Enter Text Below

*New Goal Start: 06/17/2010

*Category: Recovery

Chan needs to overcome his addiction to alcohol and begin recovery. We would like Chan to remain sober and alcohol free for 6 months.

Spell Check

Assessment Statement / Rationale for Goal : Chan has an alcohol problem. Vodka is his drug of choice. He was kicked out of a his last home because he got drunk and peed on the rug.

Spell Check

Collateral Input: ADA Meetings, Case Management Support

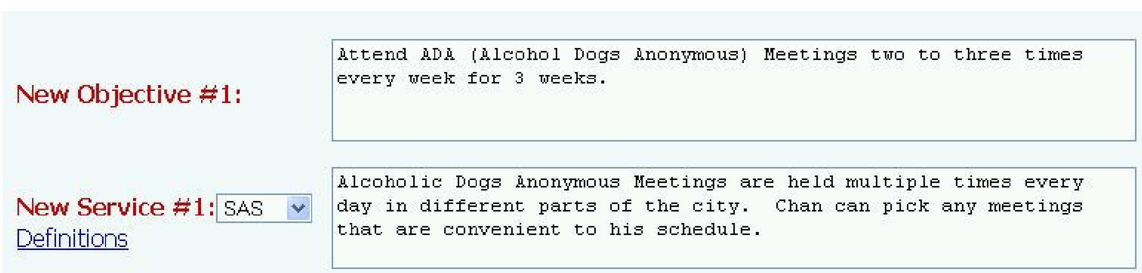
Spell Check

- "New Goal Start" is the date that you would like the client to begin working on this goal. The dates listed in this drop down are all the dates that fall between the Initial Goal Due Date and the First Review Due Date. If the dates do not match your expectations you will need to use the "Update Schedule" link which is explained later.

- Start by choosing one of the Categories.
    - The default list of Categories which most programs will see contain: Socialization, Mental Health, Physical Health, Rehabilitation, Housing, Finances, Work, Education, Health and Safety, Support System, and Recovery.
    - For HPRP programs the list of Categories contain: Employment, Benefits, Education, Child Care, Access to Health Care, Transportation, Criminal History, Rental History, Utilities, and Credit.
- The goal you are setting for your client goes in the first large text box. This is usually a large, over-reaching goal that will have many steps. An example of a large goal in the Work/Employment Category might be “Obtain full-time employment that pays at least $9/hour.”
- Use the “Assessment Statement / Rational for Goal” box to describe why this goal is important.
- Use the “Collateral Input” box to describe any staff or programs that will be helping the client work on this goal. You can also use this box to document any client skills or limitations that are pertinent to this goal.
- Each of those fields is required so something must be entered in each box or you will get an error message.

Each Larger Goal that you set for a client will be broken down into smaller steps known as “Objectives”.

- “New Objective” is basically the steps the client will take to achieve the larger goal.
- For each objective you will need to select the Service Category that the objective corresponds to. The “Definitions” link explains all of the abbreviations found in the drop down. (They are also listed below).
- In the text box to the right of each Service you should put a detailed description of the service.



- There is room to add four steps (Initial Goals), however you will be able to add more than four steps if you need to. Start by entering the first four steps and update the form. When you “Return to Data Entry” you'll find space for additional objectives for each goal.

Service Types for Homeless Programs:
CM Case/Care Management **CL** Clothing **CAP** Consumer Assistance and Protection **CJLS** Criminal Justice / Legal Services **DC** Day Care **DYS** Day Shelter **EDU** Education **EMP** Employment **FD** Food **FB** Food Bag **HC** Health Care **HIV** HIV/AIDS-Related Services **HSP** Housing Placement **LND** Laundry **L/S** Locker/Storage **MAIL** Mail **MG** Material Goods **MEAL** Meal **MHC** Mental Health Care/Counseling **MGA** Mortgage Assistance **OUT** Outreach **PE** Personal Enrichment **PHC** Phone Call **REFO** Referrals Out **RTA** Rent Assistance **SDA** Security Deposit Assistance **SH** Shower **SAS** Substance Abuse Services **THOA** Temporary Housing / Other Financial Aid **TRN** Transportation **UTA** Utility Assistance

Service Types for HPRP Programs:
HPRPCM Case Management **HPRPCR** Credit Repair **HPRPHSP** Housing Search and Placement **HPRPLS** Legal Services **HPRPMHV** Motel & hotel vouchers **HPRPMCA** Moving cost assistance **HPRPOE** Outreach and Engagement **HPRPRA** Rental assistance **HPRPSD** Security deposits **HPRPUD** Utility deposits **HPRPUP** Utility payments

Make sure that all of your goals are SMART.
- **S**pecific
- **M**easurable
- **A**ttainable
- **R**ealistic
- **T**imely

To save the Goal click "Update" at the bottom of the page.

At this point you will be taken to the Initial Plan as it currently stands in confirmation mode.

To add an additional goal, click on "Return to Data Entry". The first goal will appear at the top of the page and you can make any changes to that goal or objectives, if needed. If you scroll down more you can add another goal. Keep in mind for each goal you add you will need at least one objective.

Continue adding additional goals and objectives by cycling back through using "Return to Data Entry" to add more goals. Also, if you would like to delete a goal there is a "Delete Goal" checkbox that will remove a goal and a "Delete Pair" checkbox that will delete an individual Objective. Note: If you delete a goal all the objectives will be deleted, as well. A goal or object that is deleted cannot be retrieved if you change your mind. **Important:** Do not delete a goal simply because the client is done working on that goal. The delete option should only be used if you did not want to include a goal or objective in the first place.

Once you are done creating each goal or making any changes to the current goals click on "Update".

You should now be at the confirmation page, which lists all your goals and objectives that you created.

Remember: At this stage you are only creating the plan; you are not reviewing the client's progress towards any of the goals!

When you are done creating a plan with the client it's time to mark the plan as "Done" (meaning all the goals have been written down that you want the client to work on). There are two ways to mark the plan as complete. If you are still on the confirmation page click on "Return to Data Entry" and at the top of the page put today's date (the date you finished making the plan) in the box labeled "Completion Date" and click "Update". Doing so will take you back to the Plan Index.

OR

Click "Plan Index" to go back to the list of existing plans. You'll notice at this point that in addition to the "Initial Plan" that you've been working on, a new "Service Plan Review" has been scheduled for the date that was entered at the start of your Initial Plan. That date is typically 90 days after a client's admission. To mark the Initial Plan as complete, click on "Update Schedule."

Individual Service Plan Review Schedule

Client	Program	Worker	Admission
Chan Dog	Training - Case Management (SSO-R00-00)	Unassigned	06/10/2010

Days	DueDate	Plan Type	Reviewer	Done	DoneDate	Delete?
7	06/17/2010	Initial Plan	Pickell, Kelly	Yes	06/17/2010	
83	09/08/2010	Service Plan Review	Pickell, Kelly	No		☐
NEXT						
BACK FILL						

Due Dates Must Go In Order from Top to Bottom

You will now be on the Individual Service Plan Review Schedule. Look for the "Initial Plan" that you just finished working on. Change the "Done" drop down to "Yes" and enter the Done Date as the date you finished creating the plan and entering it into the system.

The dates need be in chronological order and the Due Dates and Done Dates cannot overlap. Under Reviewer select the name of the Case Manager or staff member responsible for reviewing or creating the plan.

To save the changes click "Update Schedule." You will be shown the changes in confirmation mode. Click "Select Plan" to be taken back to the Plan Index.

Part 3 – Reviewing the Service Plan

After you create the Service Plan, you are expected to review the Service Plan to note what progress your client has made towards each of the goals and to consider whether any of the goals need to be revised. By default the first Review is scheduled for 90 days past the date of admission. It is assumed that you will Review the plan you created at the 90 day mark and every 3 months thereafter. You will be given an opportunity to change the default date each time you review a plan, or you can change the dates at any time by using the "Update Schedule" button. You are not required to review the plans on the exact date that they have been scheduled. You can review the plans early or late.

Individual Service Plan Index

Client	Program	Worker	Admission
Chan Dog	Training - Case Management (SSO-R00-00)	Unassigned	06/10/2010

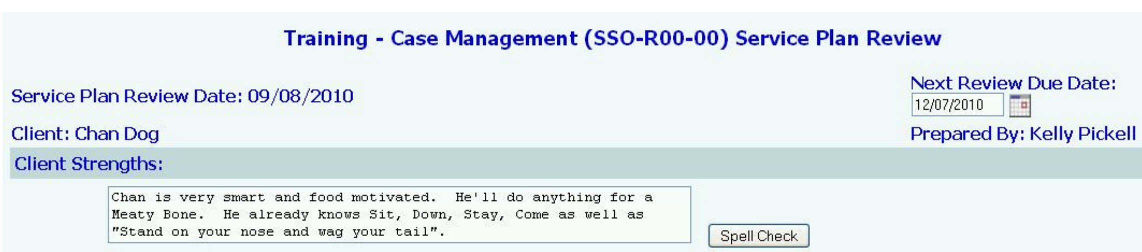
Selected	DueDate	Plan Type	Reviewer	Done	DoneDate
○	06/17/2010	Initial Plan	Kelly Pickell	yes	06/17/2010
⊙	09/08/2010	Service Plan Review	Kelly Pickell	no	

Select the Service Plan to Add / Review / Revise using the radio buttons next to the plan, then click CONTINUE.

From the Individual Service Plan Index you can click the "Selected" button to the left of the plan you'd like to edit and then hit "Continue" to begin the Review Process. If you simply want to print a plan as it currently exists click on the underlined link in the DueDate column.

In the Service Plan Reviews you will be reviewing the progress the client made on each of the goals in the Service Plan you created. You will also be able to reevaluate and modify existing goals, and create new goals.

Once you have Selected the Service Plan Review and hit Continue you'll be taken to the Cover Page for that Plan. The cover page starts by asking you for the Next Review Date. This date is automatically scheduled for 90 days after the current review.



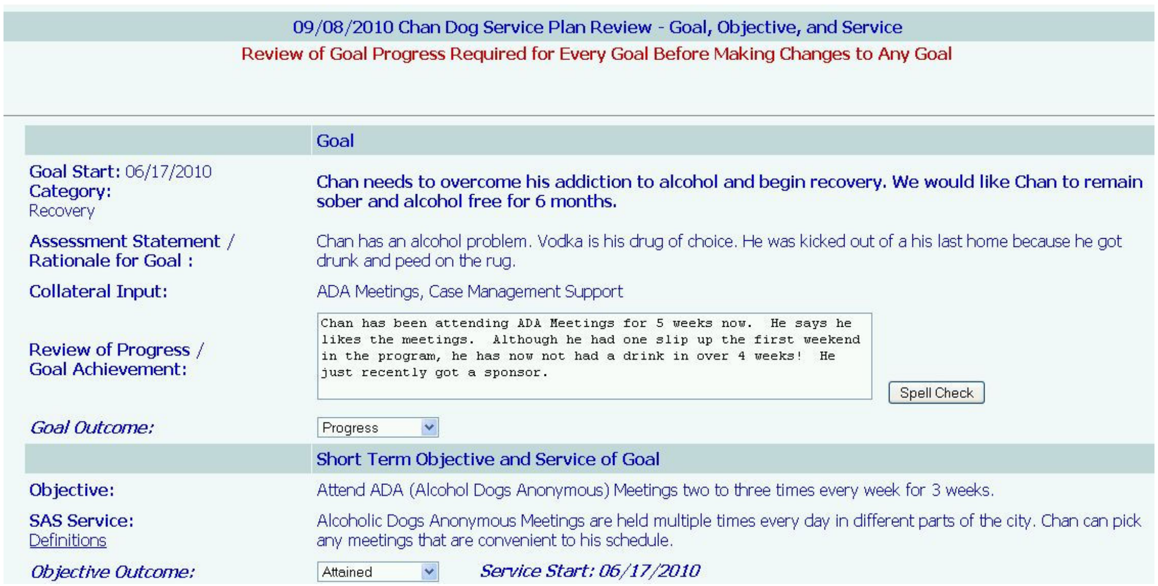
Training - Case Management (SSO-R00-00) Service Plan Review

Service Plan Review Date: 09/08/2010
Next Review Due Date: 12/07/2010
Client: Chan Dog
Prepared By: Kelly Pickell
Client Strengths:
Chan is very smart and food motivated. He'll do anything for a Meaty Bone. He already knows Sit, Down, Stay, Come as well as "Stand on your nose and wag your tail".
Spell Check

The Client Strengths, Limitations, Staff Responsible and Criteria for Discharge will all copy over from the Initial Plan (or most recent Plan Review). You can update this section with any new information about the client. Save this page by clicking "Update & Continue".

Now you will be on the actual Service Plan Review page. Reviewing the plan is a two step process. The first step is reviewing the progress made on the plan. The second step is modifying the plan.

First you are expected to review the progress made on each and every goal and objective in the plan.



09/08/2010 Chan Dog Service Plan Review - Goal, Objective, and Service
Review of Goal Progress Required for Every Goal Before Making Changes to Any Goal

	Goal
Goal Start: 06/17/2010 Category: Recovery	Chan needs to overcome his addiction to alcohol and begin recovery. We would like Chan to remain sober and alcohol free for 6 months.
Assessment Statement / Rationale for Goal :	Chan has an alcohol problem. Vodka is his drug of choice. He was kicked out of a his last home because he got drunk and peed on the rug.
Collateral Input:	ADA Meetings, Case Management Support
Review of Progress / Goal Achievement:	Chan has been attending ADA Meetings for 5 weeks now. He says he likes the meetings. Although he had one slip up the first weekend in the program, he has now not had a drink in over 4 weeks! He just recently got a sponsor. Spell Check
Goal Outcome:	Progress
	Short Term Objective and Service of Goal
Objective:	Attend ADA (Alcohol Dogs Anonymous) Meetings two to three times every week for 3 weeks.
SAS Service: Definitions	Alcoholic Dogs Anonymous Meetings are held multiple times every day in different parts of the city. Chan can pick any meetings that are convenient to his schedule.
Objective Outcome:	Attained *Service Start: 06/17/2010*

For each Goal there will be a "Review of Progress / Goal Achievement" box where you can describe the progress that the client has made towards achieving the goal.

For each Goal there is also a "Goal Outcome" drop down. The Goal Outcome choices are:

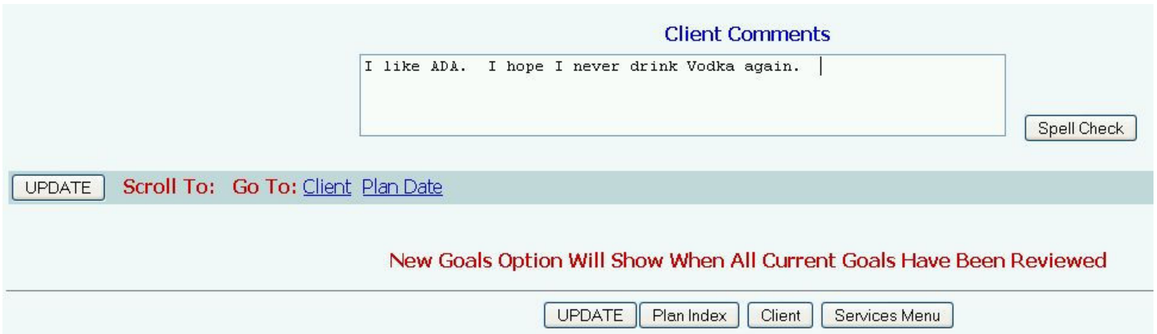
- Attained
- Progress
- No Progress
- Reconsidered
- Not Worked On

"No Progress" means they worked on it but have not made any type of progress to achieve the goal whereas "Not Worked On" means they have not worked on it at all.

For each Objective there is an "Objective Outcome" that contains the same choices.

If you scroll down you will see the next goal. Repeat the earlier steps to complete the "Goal Outcome" and the Review of "Progress/Goal Achievement" box.

At the bottom of each Goal there is a "Client Comments" section where the client can provide their own input on how they think the goal is going.



Underneath the Client Comments there is an "Update" button that will let you update just one Goal area. Or at the very bottom of the plan is another "Update" button that will update the entire plan. You can update one goal at a time, or you can update all of the goals at once and save all of them.

Once you click "Update" you'll be presented with the plan in confirmation mode letting you see the full plan. The second step in reviewing the goal is to mark whether we are going to continue to work on the goals or modify the plan. Notice that all the "Goal Outcomes" are marked as "Goal Continued" by default. This means that by default all the goals and objectives will show up on future Service Plan Reviews. If you don't want to make any changes to the plan as it currently stands then you can skip the next step.

Step 4 – Modifying the Plan

Now, let's click on "Return to Data Entry". The page will look different. At this point you want to mark each goal as "Continued", "Revised", or "Discontinued". If you want to keep the goal the way it is choose "Continued". If you do not want to show goals on future Service Plan Reviews choose "Discontinued". If you want to make any changes to the goals choose "Revised" and make the changes to the boxes <u>below</u> (Do not edit the top boxes if you are modifying a goal).

You will need to repeat the same steps for each of the objectives.

Under the last objective of each goal you will find a blank space labeled "Add Objective" where you can add additional Objectives for each goal.

Below the last Goal there will be an optional place to add a brand new Goal with space for four Objectives. You may add more objectives and more goals by clicking "Update" to save the page and then returning to data entry again.

When you are completely done reviewing the plan and revising the plan, you may enter a "Completion Date" at the very top in order to mark the Review process as done. Marking a Review as "Done" does not mean that the client is done working on the plan. Alternately, you can mark a plan as done using the "Update Schedule" button on the Plan Index.

To save the plan click "Update". At this point you can review and print the plan as it exists now. If more work needs to be done simply click "Return to Data Entry" otherwise click "Plan Index" to get back to the list of Service Plan Reviews.

The client then has three more months to work on their goals before the next review.

Permissions

Permissions govern who has access to what parts of the database as well as control different settings, such as what Internal Messages you are sent each night. Only the HMIS Staff and the Executive Level Users at your program can change permissions, however it is useful for all staff to understand some of the permissions that exist.

Internal Audit Messages
The system can send you nightly messages through the HMIS messaging system about a variety of topics. You can get a message anytime someone modifies a Face Sheet, biweekly messages about all the intakes and discharges at your agency, notifications that alert you to keywords that have been written in Progress Notes, as well as many other types of messages. A full list of the possible Audit Messages that you can receive is found in the Online Help Manual.

One audit message that is helpful if you use the Charting Timetable Events is the "Charting Timetable Reminder" messages which send you reminders about the events and assessments that you schedule for clients. You can request this permission or any of the Audit Messages by sending a message to the HMIS staff. A full list of Audit Messages is available on our website.

Business Rules Data Entry
Business rules define the default date range for entering Progress Notes and Contact Logs. By default users have 10 days to enter Notes, or 30 days with the Backdating Progress Notes Permit. We can modify these permissions upon request on a program-by-program basis. Many programs are configured to allow notes to be written within 30 days by default or up to 999 days with the Backdating Progress Notes permit.

Backdating Permits
All sections of the database have a default date range for data entry. If users fall behind on paperwork they can request one of several backdating permits. Use the Help Desk found under the Help Menu to request a backdating permit or have your Agency Executive Officer give you permissions.

- Backdated Contact Logs/Group Notes – Changing this permission will give you a large data entry window for Contact Logs and Group Notes. Note that with this permission discharged clients will show up on your list of Group Note attendees.
- Service Plan Backdated Data Entry – Allows backdated and future-dated Service Plans. This permission is given to all users by default.
- Backdated Progress Notes Data Entry – Allows notes to be entered up to the backdating window set by Business Rules.
- Startup Period Backdating – This permission allows backdated intakes and discharges. We require all programs to process intakes and discharges within 2 weeks, so this permit is only given to help users catch up on data entry. This permit lasts for 30 days and then reverts back to the default window. Some funding sources such as SHP and ESG grants require data entry within 2 weeks and may penalize agencies for excessively requesting this permit.

A full list of permissions is found in the Online Help Manual. If you need a permission to be changed, please send a message to the "Help Desk" found in the Help Menu or have your Agency Executive Officer give you the appropriate permissions.

Questions?

Please contact any of the HMIS Staff if you have a question. Our contact information is found on the HMIS website at http://www.in.gov/ihcda/. Click on "HMIS & Data Collection." Review the "Important HMIS Documents" page for new instructional material, and visit our "Training Information" for a list of upcoming Webinars.

Remember that Online Help is always available inside HMIS from the Help Menu. In addition, please use the "Help Desk" button in the Help Menu if you encounter any glitches where something is not working the way you expect it to. The sooner people let us know about a problem the faster we can get it resolved.